



NRRS Refund Process

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Introduction

With the new parameter settings, the system will generate a negative balance, which will show on the *Reservation/Registration* window. Processes differ for credit card and non-credit card payments.

Non-Credit Card Payment Type

Use the following scenario as a guide for payments using non-credit card payment types.

1. The reservation is paid in full using a non-credit card payment type and has a zero balance.

Registration / Reservation Information : 52

Reservation Information Resv. ID: 1067-52 Status: CONFIRMED RESERVATION

Arrives: Feb 09 1999 03:00 pm # Nights: 4 Park: CANAL
Departs: Feb 13 1999 03:00 pm Site: 7
Site Type: FAM STA SGL ELEC WAT

Customer Information 1067-23
Name: ARTHUR SMITH
Phone:
Type: FAMILY

Reservation Details
Group ID: 52 Specific Site ☒
Method: PARK RESERVATION
Location: CANAL
Persons: 1 # Vehicles: 0
Bringing Pet ☐ Arrived ☐
Proof of Discount ☐ Departed ☐

Occupant Information 1067-23
Name: ARTHUR SMITH
Phone:
Type: FAMILY

Total Fee: 56.00 Past Paid: 56.00 Balance: .00

Close
POS
Vehicles
Payment
Refund
Fees
Customer
Memos
Site
Dates
Finance
Reprint

Customer paid \$56.00 cash

Note - The Refund button is displayed instead of the Voucher button.

2. Fees are reduced, as a result of a transfer, change in fees, etc., causing the amount owed (Total Fee) to be less than the amount paid (Past Paid). The *Reservation/Registration* window shows a negative balance.

The screenshot shows the 'Registration / Reservation Information : 52' window. The 'Reservation Information' section displays Resv. ID: 1067-52, Status: CONFIRMED RESERVATION, Park: CANAL, Site: 7, and Site Type: FAM STA SGL ELEC WAT. The 'Arrives' date is Feb 09 1999 at 03:00 pm for 4 nights, and the 'Departs' date is Feb 13 1999 at 03:00 pm. The 'Customer Information' section shows Name: ARTHUR SMITH, Phone: (empty), Type: FAMILY, and Occupant Information shows Name: ARTHUR SMITH, Phone: (empty). The 'Reservation Details' section shows Group ID: 52, Specific Site: (checked), Method: PARK RESERVATION, Location: CANAL, # Persons: 1, # Vehicles: 0, Bringing Pet: (unchecked), Arrived: (unchecked), Proof of Discount: (unchecked), and Departed: (unchecked). The 'Total Fee' is 46.00, 'Past Paid' is 56.00, and the 'Balance' is -10.00. The right sidebar contains buttons: Close, PQS, Vehicles, Payment, Refund, Fees, Customer, Memos, Site, Dates, Finance, and Reprint.

Fees reduced by \$10, resulting in negative balance

3. To issue a refund for the difference, click the **Refund** button.
4. The **Past Paid** is reduced by the amount of the difference, and the **Balance** is reset to zero.

The screenshot shows the same 'Registration / Reservation Information : 52' window after a refund. The 'Total Fee' is 46.00, 'Past Paid' is now 46.00, and the 'Balance' is .00. All other fields and the right sidebar remain the same as in the previous screenshot.

Past Paid reduced by \$10, zero Balance retained.

5. A request is created for the amount of the reduction.
 - To view the financial details, click **Finance→Detail** on the *Registration/Reservation* window, then select the *Voucher Detail* tab.

Financial Reports

Financial Reports

☐ Accounts Receivable ☐ Cash Receipt ☐ Refund Journal
☐ Cash Disbursement ☐ Sales Journal ☒ Voucher Detail

Close
Print

Voucher Detail for Reservation #52 Location: 1067

Document No	Line No	Voucher Number	Accounting Date	Operator Id	Debit	Credit	Net
1067-111	1	1067-2	01/20/1999	4	\$ 00	\$10.00	\$-10.00
Totals:					\$00	\$10.00	\$-10.00

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Voucher Detail shows voucher available for \$10

6. The refund will be processed at the CRS once the records are exported by ParkLink. A check will be sent to the customer by NCMO.

Note - The Park should NOT refund any cash to the customer.

Credit Card Payment Type

Use the following scenario as a guide for payments using credit card payment types.

1. The reservation is paid in full using a credit card payment type and has a zero balance.

The screenshot shows the 'Registration / Reservation Information : 55' window. The 'Reservation Information' section includes Resv. ID: 1067-55, Status: CONFIRMED RESERVATION, Park: CANAL, Site: 21, Arrives: Feb 11 1999 03:00 pm, # Nights: 4, and Site Type: FAM STA SGL EL WAT A. The 'Customer Information' section shows Name: ALISON MANNING, Phone: (518) 555-5555, and Type: FAMILY. The 'Occupant Information' section shows the same details. The 'Reservation Details' section shows Group ID: 55, Method: PARK RESERVATION, Location: CANAL, # Persons: 1, # Vehicles: 0, and checkboxes for Bringing Pet, Arrived, Proof of Discount, and Departed. The bottom summary shows Total Fee: 68.00, Past Paid: 68.00, and Balance: .00. A vertical toolbar on the right contains buttons for Close, PQS, Vehicles, Payment, Refund, Fees, Customer, Memos, Site, Dates, Finance, and Reprint.

Customer paid \$68.00 by VISA

2. Fees are reduced, as a result of a transfer, change in fees, etc., causing the amount owed (Total Fee) to be less than the amount paid (Past Paid). The *Reservation/Registration* window shows a negative balance.

This screenshot is identical to the previous one, but the 'Total Fee' at the bottom is now 56.00, while 'Past Paid' remains 68.00, resulting in a 'Balance' of -12.00.

Fees reduced by \$12.00, resulting in negative balance

3. To issue a refund for the amount of the difference, click the **Refund** button.
4. Since this reservation was paid by credit card, a refund request is issued and the *Process Refund* window prompts the user to confirm the refund process.

Process \$12.00 Refund to credit card

5. Click **Accept** to refund the money to the customer's credit card.
6. The **Past Paid** is reduced by the amount of the difference, and the **Balance** is reset to zero.

Past Paid reduced to \$56.00, zero Balance retained

7. To view the financial details,
 - Click **Finance→Detail** on the *Registration/Reservation* window, then select the *Refund Journal* tab to view the refund detail. The refund is shown as PAID.

Financial Reports

Financial Reports

☐ Accounts Receivable ☐ Cash Receipt ☒ Refund Journal
☐ Cash Disbursement ☐ Sales Journal ☐ Voucher Detail

Refund Journal for Reservation #55 Location: 1067

Document No	Line No	Refund Status	Approved By	Accounting Date	Operator Id	Location Id	Voucher #	Debit	Credit	Net
1067-122	1	PEND		01/20/1999	4	1067	1067-4	\$0.00	\$12.00	\$-12.00
1067-123	1	PAID	4	01/20/1999	4	1067	0-0	\$12.00	\$0.00	\$12.00
Totals:								\$12.00	\$12.00	\$0.00

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Refund of \$12.00 paid to credit card

- The *Cash Disbursement* tab shows financial details.

Financial Reports

Financial Reports

☐ Accounts Receivable
 ☐ Cash Receipt
 ☐ Refund Journal
 ☒ Cash Disbursement
 ☐ Sales Journal
 ☐ Voucher Detail

Close

Print

Cash Disbursements for Reservation # 55 Location: 1067

Document No	Line No	Cash Type	CC ID#	Accounting Date	Operator Id	Check No	Debit	Credit	Net
1067-123	1	VISA	5	01/20/1999	4		\$0.00	\$12.00	\$-12.00
Totals:							\$0.00	\$12.00	\$-12.00

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\$12.00 disbursed to credit card

Parameter Settings Reference

- **Credit Card Default Process** (FINA, VOUCHER, 4) = **YES**
(issue immediate refunds for credit card payments).
- **Non Credit Card Default Process** (FINA, VOUCHER, 5) = **NO**
(refunds issued for non-credit card payment)
- **Automatic Voucher Creation** (FINA, VOUCHER, 8) = **NO**
(suppress automatic creation of voucher when fees are reduced below the amount paid - the Refund button is displayed on the *Reservation* window)
- **Refund at Park** (FINA, VOUCHER, 9) = **NO**
(suppress paying of refunds by Park)
- **Vouchers Allowed** (FINA, VOUCHER, 11) = **NO**
(ensure ownership of vouchers is by CRS)